



Employment Training Panel

Arnold Schwarzenegger, Governor

November 6, 2009

Ms. Ginger Rouse, Education Coordinator
Monterey Park Hospital Healthcare, Inc. DBA Monterey Park Hospital
900 South Atlantic Boulevard
Monterey Park, CA 91754

Dear Ms. Rouse:

RE: FINAL MONITORING VISIT REPORT for Monterey Park Healthcare, Inc. DBA Monterey Park Hospital (Monterey Park Hospital) – ET08-0255

Date of the Visit:	10/29/09
Beginning/Ending Time:	9:00 a.m. – 12:30 p.m.
Date of Last Visit:	04/16/09
Visit Location:	Monterey Park
Persons in attendance:	Ginger Rouse, Education Coordinator, Monterey Park Hospital Ron Wright, Chief Nursing Officer, Monterey Park Hospital Maggie Menzel, Training Funding Source Elsa Wadzinski, Contract Analyst, Employment Training Panel
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	11/13/07-11/12/09	Agreement Amount:	\$277,488
Training Start Date:	11/14/07	No. to Retain:	82
Date Training must be Completed:	08/11/09	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	188

SUMMARY OF ACTION REQUIRED FROM THIS VISIT:

None

SACRAMENTO CENTRAL OFFICE
1100 J Street, 4th Floor
SACRAMENTO, CA 95814
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE
4640 Lankershim Blvd., Suite 311
NORTH HOLLYWOOD, CA 91602
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE
1065 East Hillsdale Blvd, Suite 415
FOSTER CITY, CA 94404
(650) 655-6930

SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

FINAL REPORT SUMMARY:

The Agreement was executed November 30, 2007, and training began on November 14, 2007. Project staff reported that all ETP training was completed by August 12, 2009, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – November 12, 2009.

ETP received a request for Modification No. 1 on December 9, 2008, which was withdrawn March 30, 2009 (refer to Modification to Add Job Numbers, page 3).

You advised the Analyst that of the 82 trainees specified on Chart 1, Exhibit A of the Agreement, 100 trainees (+100%) have completed the minimum number of training hours required (24 hours) for reimbursement and are anticipated to complete the 90-day retention period. The total hours provided to trainees who met the required minimum in Job 1 are 8,046 (3,271 hours of Advanced Technology training, and 4,775 hours of Class/Lab training). At a reimbursement rate of \$18 per hour for Class/Lab training, and \$26 an hour for Advanced Technology training, Monterey Park Hospital will earn approximately \$170,996 (67%) of the total ETP Agreement amount, assuming all other Agreement requirements are met. Since you have been paid \$61,758 to date, Monterey Park Hospital will receive an additional \$109,238 in ETP funding if the anticipated number to retain is verified during the final fiscal closeout, which should be submitted no later than 30-days after the contract has ended. The Analyst commented that all funding to date is unearned.

Project staff stated that although the hospital did not complete 100 percent of the training, Monterey Park Hospital was able to provide Advanced Technology, Business Skills, Commercial Skills and Computer Skills training which led to a higher quality of patient care and customer service, based on survey responses.

The Analyst asked what barriers, if any, you and your staff experienced in implementing your ETP program. Ms. Rouse responded that the main difficulty was inheriting the project in midstream and not knowing what training had been documented. She also commented that hospitals are mandated by specific nurse/patient ratios, and it was difficult to take someone off the floor to attend training, unless someone else was available to cover for them, as not to violate the nurse/patient ratio.

In discussing ETP record keeping, project staff reported that they used a third party administrator to handle recordkeeping, but based on her use of the ETP's websites, they were user-friendly. It was also stated that the ETP staff provided good support throughout the Agreement. In closing, you commented that if additional training funds became available, Monterey Park Hospital would be interested in returning to ETP for another contract in the near future to complete the training plan originally submitted.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Job Number	Number Started Training	Number Enrolled in Training	Number of Trainees Dropped (following enrollment)	Number of Trainees Completed Minimum Hours	Number of Trainees Completed all Training	Number of Trainees Completed Retention
1	152	152	52	100	100	100

The project status provided by project staff agreed with the Contract Status report that indicates 152 trainees were enrolled and 52 trainees were dropped.

MODIFICATION TO ADD OCCUPATIONS:

During the October 29, 2009 Final Monitoring Visit, the Analyst noted that some trainees had received several 12 hour training sessions in Business Skills. In an attempt to clarify the 12 hour Business Skills training sessions, it was determined that the occupation's of several of these trainees was Licensed Vocational Nurse (LVN). Ms. Wadzinski advised project staff that the application and ETP proposal submitted to the Panel, and the current Agreement (as approved), only included the occupation of Registered Nurses (RN's). LVN's were not included in the contract at the time of development. On December 12, 2008, the prior contact for this contract, submitted a Modification Request to add LVN's as an occupation to receive training under this Agreement. At that time, the North Hollywood Regional Manager, requested additional information regarding this Modification; including, the number of LVN's to be added to the contract, clarification why LVN's were not initially included for training under this Agreement, the types of training to be provided to LVN's, and a Union letter of support for the LVN's who would participate in ETP training. Project staff at the time responded stating she identified seven (7) LVN's that would meet ETP requirements, and provided a Union letter of support. The Analyst followed up with project staff regarding the need for additional information regarding the types of training to be provided to the LVN's, and advised project staff that if the Modification were approved, LVN's would be limited to Class/Lab training, as ETP has only allowed Advanced Technology (AT) courses for RN's.

Ms. Wadzinski followed up with project staff at the time, who indicated that she did not have all the information being requested, and as the training was only for 7 trainees, she advised the Analyst to withdraw the Modification.

On April 16, 2009, the Analyst conducted a repeat Start-Up Visit with you, at which time she reviewed the terms and conditions of the Agreement, including Chart 1, listing only RN's as the trainee occupation approved under this Agreement.

During this Final Monitoring Visit, and the discussion regarding training for LVN's, Ms. Wadzinski asked your third party administrator if she had any additional information regarding the Modification request. She responded stating she did not handle the Modification, but indicated that the Contractor would like to include the training for 16 LVN's (who have received an estimated 875 AT and/or Class/Lab training hours) recorded on the ETP On-Line Tracking System under this Agreement. Per your request, the Analyst elevated this issue to her Manager for review. Based on the information provided, it was determined that the Modification had been withdrawn due to a lack of required information, and the LVN's were not approved to receive ETP training during the term of the Agreement. Further, the Agreement states that any action taken (including training provided) prior to the approval of a Modification or Amendment request, is done at the Contractor's own risk, as the Agreement states that approval for any revisions via Modification or Amendment, must be mutual by both parties. Finally, training should not have been entered on the ETP On-Line Tracking System for trainees who did not meet ETP eligibility requirements, specifically LVN's, as this was not an occupation initially approved by the Panel for training.

ATTENDANCE ROSTERS/TRACKING:

During this Monitoring Visit, the Analyst reviewed attendance rosters for 23 trainees for the period between November 15, 2007 and August 12, 2009. She also compared the data on the

rosters with the data entered on the ETP On-Line Tracking System. During this review, the Analyst found discrepancies regarding overlapping training times and dates for trainees and trainers, and inconsistent training times or types of training when comparing information input on the ETP On-Line Tracking System, to data documented on the training attendance rosters. Ms. Wadzinski requested that secondary source documentation and clarification be provided to address these issues as related to roster numbers 279, 347, 505,516, 517, 521, 528, 529, 548, 744 – 747 and roster number 835.

You provided the Analyst with secondary source documentation to clarify training time and type inconsistencies, and deleted training for any of the rosters that you were not able to provide supporting documentation to support training, which the Analyst included in the project file for review in the event of an audit.

All other records reviewed demonstrated that the Agreement curriculum was provided and the required trainer to trainee ratio was adhered to.

You and your staff were advised that the above findings are based only on the training records reviewed during this visit. Therefore, it is your responsibility to ensure that all training records comply with Panel requirements for auditing purposes. (Reference: Title 22 California Code of Regulations, Section 4442)

AUDIT:

Monterey Park Hospital will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Elsa Wadzinski at (818) 755-3634 or by email at ewadzinski@etp.ca.gov within ten (10) working days from the receipt of this report.

Sincerely,

Signature on file

Wally Aguilar, Program Manager
North Hollywood Regional Office

Signature on file

Elsa Wadzinski, Contract Analyst
North Hollywood Regional Office

cc: Maggie Menzel (via E-mail)
Training Funding Source

David Guzman, Chief, Audits & Program Operations Division, ETP (via E-mail)
Kulbir Mayall, Fiscal Manager, ETP (via E-mail)
Master File
Project File

Date report mailed to Contractor: 11/24/09